

## Internet Is Everywhere

by Lisa Jacob, Acting Associate Director

In the past year, the Internet went very public, appearing in magazine ads, on billboards, and in commercials. Internet conversations were overheard on subways, in parks, and in restaurants. The Net got its own movie and Congress tried to limit it. Various approaches to and uses of the Internet are reflected in the following Greater Midwest Region analogies and this issue's articles.

After a trip to Graceland, Cara Wilhelm announced that the Internet, like Elvis (at least according to Mojo Nixon), is everywhere. Along those lines, Julie Schneider reports on her year of Internet evaluation and training efforts which took her to Jamaica, while Keir Reavie reports on training in Michigan.

For Seana Hasson, the Internet is like Coca-Cola Classic. She can't go too long without it, accepting no diet versions or imitations. Hopefully, Internet Grateful Med<sup>®</sup>, highlighted in this issue, will be as satisfying and addictive for MEDLINE<sup>®</sup> searchers.

For me, Web sites are like expanding toy fish that grow forty times their size in water, some brands being better than others. The HealthWeb project is addressing the expanding, unevaluated mass of Internet sites. A subject list of available HealthWeb pages is included, as well as some tips for doing your own evaluations.

But being literal, Chris Shaffer outlines the present Internet reality in his article, reminding us that the Internet is really a network of computer networks

held together by cables, standards, and protocols.

In general, this issue highlights the Internet as a practical tool for the dissemination of health information, as a tool you can use to keep your National Network working.

### GMR Web Site Additions

The GMR Web site (<http://www.nlm.nlm.nih.gov/gmr>) now includes the Request for Quotations (RFQs) for subcontracts for Internet training, exhibits, outreach projects, and a technology awareness conference. September 15, 1996, is the deadline for submitting all proposals, except exhibit proposals, which can be submitted any time during the year. Check out the "What's New" section of the site for the most recent additions. ♦

## Inter•Net•Working Exhibit Available

Need to persuade or educate your users or administrators to use the Internet? A table-top Internet exhibit is available for loan from the GMR office to member libraries. The exhibit features posters that

illustrate Internet accessibility at all times and all locations. Posters representing Internet Grateful Med are also available.

Four Exhibit Subcontracts will be awarded this year to encourage network members

to exhibit at meetings. These subcontracts are awarded throughout the year. To apply for an exhibit subcontract and/or to reserve an exhibit, contact your state outreach librarian. ♦

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# I Found Over 100 Sites on Fetal Alcohol Syndrome... Now What? Tips on Evaluating Web Resources

by Cara Wilhelm, Communications Coordinator

A recent Web search using the Lycos search engine's customized search function, which allows the searcher to "and" the terms "fetal," "alcohol," and "syndrome" together, yielded 79 hits. The same search performed with AltaVista yielded many more. On the Web, you can talk to someone's cat and read the latest version of the Center for Disease Control's **Morbidity and Mortality Weekly Report**. It's usually easy to distinguish between possibly valuable information and entertainment. With the number of health-related Web sites growing daily, identifying Web resources that provide accurate, reliable medical information is more difficult. Although projects such as HealthWeb (page 3) have begun to address this issue, librarians frequently encounter potentially useful sites that haven't been evaluated by anyone. Here are

some tips to help you develop your own evaluation criteria.

### Content

What is the purpose of the Web site? Is it stated? Is the site intended to educate or to sell? Is the information factual or opinion? Are there links to other sites? Are these links up-to-date? Have they been evaluated? Is it apparent why they were included? Is the information provided unique or can it be retrieved from other sources? If it can be found elsewhere, does the Web version complement the other version(s) or is it merely repetitive? Is the information accurate and verifiable? Is the resource detailed, or more general in scope?

### Audience

Is there an obvious intended audience for the Web site (children, teenagers, consumers, health professionals, etc.)? On what reading level is the information written?

### Authority/Source

Is the author of the Web site an individual, a university, a corporation, the government, or someone else? What expertise/authority does the author have to provide this information? Is there an obvious bias? Does the author list sources? Can the author be contacted with questions?

### Date/Timeliness

When was the site first produced? When was it last revised? How often is it updated? Are these dates evident? Does the information provided tend to change frequently, or is it more historical/retrospective in nature?

### Structure/Access

Is the Web site designed well? Is it user-friendly? Does it contain images? If so, are they useful, or merely decorative? Do they load quickly? Would the page be useful to someone with a text-only browser? Does it offer a local search engine? ♦

## For further reading on Web site evaluation, link to the following sites:

Caywood, Carolyn. "Library selection criteria for WWW Resources."

<http://duckdock.acic.com/carolyn/criteria.htm>

Grassian, Esther. "Thinking Critically about World Wide Web Resources."

<http://www.ucla.edu/campus/computing/bruinonline/trainers/critical.html>

Janicke, Lisa. "Resource Selection and Information Evaluation."

<http://alexia.lis.uiuc.edu/~janicke/Evaluate.html>

Smith, Alastair. "Criteria for Evaluation of Internet Information Resources."

<http://www.vuw.ac.nz/~agsmith/evaln/index.htm>

Tillman, Hope. "Evaluating Quality on the Net."

<http://challenge.tiac.net/users/hope/findqual.html>

# IGM?

Icky Greasy Monkeys? Icelandic Goat Milk? Irascible Grumpy Mothers? No.

## Internet Grateful Med! <http://igm.nlm.nih.gov>

by Seana Hasson, Outreach Coordinator

**A**dd another acronym to your librarian-speak, because the National Library of Medicine has added another search tool to the Grateful Med family: Internet Grateful Med (IGM). Now users can search MEDLINE on the Web!



### U.S. National Library of Medicine

Currently MEDLINE, HSTAT<sup>®</sup>, and Online Images from the History of Medicine can be searched using IGM. The AIDS databases and HEALTHSTAR<sup>®</sup> will be available shortly. Additional NLM databases will be added gradually.

#### Some notable features ...

NLM recommends using either Netscape Navigator v2.01 or higher, or Microsoft Internet Explorer v2.0 or higher, for both Windows and Macintosh users; more details are available by choosing the "Web Browsers" selection from the IGM Web site.

Anyone with a valid NLM UserID and password can begin using Internet Grateful Med immediately. If searchers do not have a UserID and password, they can now get them online in just a few minutes using a recommended browser and a credit card, right from the IGM Web site.

IGM incorporates NLM's Unified Medical Language System (UMLS<sup>®</sup>) and offers a lot of assistance in developing search strategies. Users can attach subheadings to terms, see definitions and MeSH<sup>®</sup> trees, or select "Analyze Search" to get useful tips to improve retrieval. Both end users and librarians should benefit from IGM's new features.

A good introduction to IGM is available by selecting the "New User's Survival Guide" from the IGM Web site. An online interactive tutorial is under development, and printed instruction materials are expected to be available by the end of the summer. Watch the GMR calendar for upcoming fall classes. ♦

## HealthWeb Spins More Threads:

<http://www.ghsl.nwu.edu/healthweb> by Lisa Jacob, Acting Associate Director



HealthWeb, a project developed by the Committee on Institutional Cooperation (CIC) health sciences libraries to evaluate Internet health information resources, continues to add subject areas. The list of subject areas presently available includes:

**AIDS**—The University of Illinois at Chicago, Library of the Health Sciences

**Anatomy**—The John Crerar Library of The University of Chicago Libraries

**Consumer Health**—The University of Illinois at Chicago, Library of the Health Sciences

**Dermatology**—Indiana University School of Medicine, Ruth Lilly Medical Library

**Gastroenterology**—Indiana University School of Medicine, Ruth Lilly Medical Library

**Health Services Administration**—The University of Michigan at Ann Arbor, Public Health Library, the School of Public Health

**Hematology**—Indiana University School of Medicine, Ruth Lilly Medical Library

**Minority Health**—Michigan State University Libraries

**Neurology**—Indiana University School of Medicine, Ruth Lilly Medical Library

**Nursing**—Taubman Medical Library & the School of Nursing at The University of Michigan at Ann Arbor

**Oncology**—Indiana University School of Medicine, Ruth Lilly Medical Library

**Osteopathic Medicine**—Michigan State University Libraries

**Pediatrics**—Northwestern University, Galter Health Sciences Library

**Pharmacy**—Pharmacy, Nursing and Health Sciences Library of Purdue University

**Public Health**—Public Health Library and the School of Public Health at The University of Michigan at Ann Arbor

**Radiology**—Indiana University School of Medicine, Ruth Lilly Medical Library

**Rheumatology**—Indiana University School of Medicine, Ruth Lilly Medical Library

**Toxicology**—Indiana University School of Medicine, Ruth Lilly Medical Library

**Veterinary Medicine**—Michigan State University Libraries

Send comments and questions to [healthweb@umich.edu](mailto:healthweb@umich.edu) ♦

# A Little Internet Went a Long Way ... to Jamaica?

## One Librarian's Internet Dial-Access Evaluation Project Report

by Julie Schneider, former Hospital Librarian, Mercy Health Systems, Janesville, WI

Prior to the Internet Dial-Access Evaluation Project, there was very little use of the Internet at Mercy Health System in Janesville, Wisconsin. I had used the Internet while in a previous position, but when I began working at Mercy Health System, I realized that there was no Internet access available. I set up an Internet account with a local college for my use.

When contacted by the Greater Midwest Region office and asked if I would like to participate in a year-long Internet project, I responded quite enthusiastically. I was very excited by the prospect of having an Internet service provider with a graphic interface and one that was paid for by someone else. The NN/LM GMR also offered to pay for a second account for another member of our organization. Mercy decided that the Information Systems Director would best benefit from having an account. This individual had indicated to me in earlier discussions that he was very leery of the value of the Internet to our organization and also skeptical of its value to the world at large.

Before the Internet providers were chosen for us, we were given an opportunity to participate in a one-day training session on the Internet at

the GMR office in Chicago. The session was very helpful in detailing the resources of the Internet and the best ways to access those resources. Later in the project, my colleague and I also attended a more advanced course in Internet use. With the training behind us, a reference book on the Internet, and the instructions from our service provider, we were ready to begin our Internet experience and evaluation.

This new provider allowed for full Internet access with a graphic interface. I was able to explore many of the medical addresses I had read about in books and journal articles. The freedom of not having to look at the clock gave me an opportunity to spend a lot of time searching for additional medical resources that were not mentioned in any of the literature. A few of the physicians started asking questions about what I knew about the Internet and what was available on it. Due to increased interest from the medical staff in the Internet and its resources, I provided two one-hour long sessions on the Internet to the entire hospital; the physicians were granted category-1 continuing medical education credit for their participation.

My interest and work on the Internet attracted the atten-

tion of many people. As a result of the work that I had done during the project period, I was invited to give a three-hour long lecture on the Internet at a surgical physicians' assistants conference held in Jamaica. As articles appeared in the medical literature on accessing and using the medical resources on the Internet, I made the physicians and other staff aware of them. Because of this project I was able to educate many people at the hospital about the Internet and instill in them a desire to explore the Internet on their own and to appreciate the value of the Internet to the healthcare profession.

My colleague, who had been skeptical about the value of the Internet, was not idle during this period. He started out slowly, tentatively exploring some of the Internet resources. As he became more familiar with it, his use of the Internet expanded greatly. In addition to the training sessions paid for by the GMR, he attended three other conferences on the Internet during the project period. He researched the use of the Internet in hospitals and other medical institutions and explored what others had done in providing Internet service to all employees. Profoundly influenced by this project, he began to talk to other influential people in our

organization and began some tentative discussions on using the Internet here. By the end of the project period, he had added a segment on Internet accessibility for the hospital and clinics of Mercy Health System to the Information Systems Long-Range Plan. He has explored the possibilities of providing the service through our hospital's network and has exploited the technological capabilities to make that happen.

Because two individuals in our organization were provided with free, unlimited use of the Internet for one year, an entire healthcare institution has been educated about the value of the Internet as an information resource, has been trained on how to access and use the Internet, and has made plans to provide service to the organization as a whole. As a healthcare system in a primarily rural area, we are now making that next technological leap in providing to our entire staff the information resource of this decade—the Internet. ♦

Note: Julie Schneider has moved to Silver City, New Mexico. Barbara Ruggeri is now the librarian at Mercy Health Systems.



# Internet Training: the Michigan Subcontract Report

by Keir Reavie, MLIS, Shiffman Medical Library, Wayne State University, Detroit, MI

**B**etween November, 1996 and April, 1996, the Shiffman Medical Library offered two hands-on Web workshops for hospital librarians through an Internet Training Subcontract from the NN/LM GMR. The first workshop, offered on three occasions, provided attendees with training on accessing and using the Internet and Web. A final workshop was offered to teach hospital librarians how to train their library patrons to access and use the Internet and Web to

retrieve health sciences information.

An online resource was created on the Web in conjunction with the first set of workshops. The resource, located at <http://www.libraries.wayne.edu/shiffman/hospital/training.html> contains links that retrieve information about using the Web. This enables workshop attendees to implement what they have learned in the workshops. It also allows users to directly contact the instructor via email, to set up helper applications to

retrieve Word documents and PowerPoint slide shows, to connect to MEDLARS® via telnet, and to begin exploring some of the available health sciences information on the Internet.

More and more librarians and health professionals are beginning to use the Internet as a resource for health sciences information. Valuable tools such as the workshop's companion Web resource not only give attendees a basis for further exploration, but serve as a starting point for other

users unable to attend the workshop.

The GMR is offering four Internet Training Subcontracts this year to provide basic and train-the-trainers Internet classes to network members on a local level. A Request for Quotations (RFQ) has been issued for these \$2000 awards in July. Look for it on the GMR Web site. Proposals are due September 15, 1996, and the awards will be announced on or before October 11, 1996. ♦

## Iowa Project Concludes

by Seana Hasson, Outreach Coordinator

**I**n May of 1996, the NN/LM Greater Midwest Region wrapped up the Iowa Biomedical Information Access Project, an effort to teach Internet applications and Grateful Med to five county health departments. Each site received computer equipment, and Internet and Grateful Med training both on-site and via email.

Early on in the project, participants indicated interest in everything from AIDS, government resources, and health care reform to immunizations, youth violence, and truancy; lessons were centered around topics such as these. Participants included nurses, an environmental health specialist, a computer system administrator, physicians, a lab technician, administrators, and others.

Feedback gleaned from follow-up surveys and comments at site visits support the conclusion that the project was successful. As expected, most participants found email and the Web more useful than gopher, telnet, or FTP. Web sites that particularly interested them included those from the Iowa legislature, Centers for Disease Control, Environmental Protection Agency, Government

Printing Office access, National Library of Medicine, National Institutes of Health, and the Lycos search engine. An environmental health specialist noted: "I used the Web almost daily and [it] was very useful and helpful." All five health departments plan to continue using both the Internet and Grateful Med. ♦

# Resource Libraries ILL Policies: Corrections, Additions, & Revisions

by Lisa Jacob, Acting Associate Director

The following are changes to the Resource Libraries Interlibrary Loan Policies chart from the April issue of **3 Sources**:

## Correction

Please correct the recently published chart to say "4/96" in the bottom right-hand corners, rather than "4/95".

## Addition

Please add the newest resource library to the list—**Rush Presbyterian St. Luke's Medical Center Library**. Please add the following ILL and Fax policy information to the chart for Rush:

### Address:

Rush Presbyterian St. Luke's Medical Center Library  
600 South Paulina  
Chicago, IL 60612

ILL Phone: 312/942-2275

Fax: 312/942-3143

Price		Loan Period	Renewals
Original Materials	\$7 – IL \$9 – out of state	4 weeks	Yes, if not reserved
Audiovisuals	\$15 – affiliated \$20 – unaffiliated \$25 – corporate	3 weeks, if requested by mail 2 weeks, if requested in person	2 weeks, if not reserved

**Photocopies:** \$7 per article, 50-page limit

**Referral Charges:** No Charge

**Special Instructions:** Return AVs via UPS

**Billing Frequency/Method:** Every other month by invoice

**Surcharge per Fax Transmission:** \$3, specify "Fax Back"

## Revisions

The **Southern Illinois University School of Medicine Library** changed its interlibrary loan and document delivery fees, effective **July 1, 1996**. The basic fee for photocopied articles is \$10 for up to 15 pages and \$.25 per page thereafter. The fee for loan of books or audiovisuals outside of Illinois is \$10 per item. The full fee schedule is available through the SIU Medical Library's Web site at <http://www.siumed.edu/lib/ill/illfee.html>. These changes do not affect existing reciprocal

arrangements. Questions may be directed to the Interlibrary Loan Department at 217/785-2124 or [Int.Lib.Loan@siumed.edu](mailto:Int.Lib.Loan@siumed.edu).

Please note that the **Indiana University Ruth Lilly Medical Library** increased its interlibrary loan lending charges to \$10 and referral charges to \$10 beginning **July 1, 1996**. Referral fees are charged when location information is not verified.

**Link to NN/LM's "Document Delivery Service Information" at**  
<http://www.nnlm.nlm.nih.gov/nnlm/docdel/>

# Change Your DOCLINE® Access Method - Today!

by Chris Shaffer, Internet Coordinator

**A**re you still using one of the old VANs to access DOCLINE? VANs are value added networks in technospeak – you know them as Telenet/Sprint, TYMENET, and CompuServe. Get rid of those old nets and use DOCLINE on the Internet!

**QuickDOC® users only:** You're in luck. Jay Daly, the developer of QuickDOC, wrote a FAQ (Frequently Asked Questions - and answers) just for you. It's available in the QuickDOC FTP archive at [ftp.u.washington.edu/public/nnlm/quickdoc](ftp://u.washington.edu/public/nnlm/quickdoc).

**If you don't use QuickDOC and you aren't on the Internet:** Well, why not? Take a look at "SELECTING AN INTERNET

SERVICE PROVIDER" to get started. Once you get Internet access, see below:

**If you don't use QuickDOC and you have Internet access:** You can connect to DOCLINE over the Internet today. It's easy - just point your telnet (or telnet 3270) client at [medlars.nlm.nih.gov](http://medlars.nlm.nih.gov) and see what happens. If you use basic telnet, see if there's a *capture* or *save to file* option.

**Questions or Problems?** If you have any problems or questions, call or email your GMR state outreach librarian, who can help you troubleshoot your DOCLINE connection.

**If you can't switch to Internet access by August 31, you MUST SWITCH to FTS 2000 (800/525-0216).**

DOCLINE telecommunication costs average \$800,000 each year. As DOCLINE libraries know, NLM absorbs all telecommunication costs. A recent NLM study shows that only 20-25% of DOCLINE libraries use Internet. Some libraries use both the value added networks and Internet to access DOCLINE. In an effort to greatly reduce this expenditure, Lois Ann Colaianne, Director of Library Operations at NLM, is asking that all Resource Libraries with Internet access switch to using this method exclusively to access DOCLINE by October 1, 1996, or at the latest by the end of 1996. Primary Access Libraries with Internet access are also encouraged to follow

this time line. The goal is to have all DOCLINE libraries accessing DOCLINE via the Internet by 1998.

Colaianne has asked the NN/LM offices to make this a high priority within their regions. If you have any problems or questions, call or email your GMR state outreach librarian as soon as possible. If you have attempted to use DOCLINE via the Internet and have encountered problems, please contact your GMR state outreach librarian as soon as possible. NLM wants to do whatever it can to enable libraries with Internet capability to access DOCLINE effectively and efficiently. ♦

## DOCLINE : M/A/N Routing Table Now Required

by Lisa Jacob, Acting Associate Director

**W**ant to request an audiovisual, a book, or an article from a journal that is not in SERLINE®? Have you mistyped a request that routed directly to the National Library of Medicine (NLM) instead of to your local resource library? If so, you need to complete a

Monograph/Audiovisual/Non-SERLINE (M/A/N) routing table.

The M/A/N table routes to four libraries of your choice in cell order. Pick your top three libraries for borrowing this type of item for the first three cells, and save your favorite, largest resource

library or The University of Illinois at Chicago Library of the Health Sciences (UIC LHS ) for last (cell four). NLM is always cell five.

This secondary routing table is now required and will be added for all libraries requesting changes to their SERLINE routing tables. If

you do not choose your top four picks, the GMR office will be placing your state Outreach Library in cell three and UIC LHS in cell four. Make your own choice by including your list with your next change request or by calling or emailing your state outreach librarian. ♦

# Important Dates...

<http://www.nlm.nlm.nih.gov/gmr/calendar>

## **August 4-5, 1996**

National Pharmaceutical  
Association  
Chicago, IL

## **September 11-15, 1996**

Michigan Health Sciences  
Library Association  
Fall meeting  
East Lansing, MI

## **September 15, 1996**

Deadline! Submissions for out-  
reach, internet training, and  
technology awareness  
subcontract proposals.

## **September 16-18, 1996**

"Fundamentals of Medlars  
Searching" Class\*  
Chicago, IL

## **September 26-28, 1996**

Health Science Information  
Section of the North  
Dakota Library  
Association meeting  
Bismarck, ND

## **September 28- October 2, 1996**

Midwest Chapter,  
Medical Library  
Association (MC/MLA)  
Annual meeting  
Columbus, OH

## **October 1, 1996**

Deadline: OCLC GAC (GM#L)  
tapes produced for 1996  
SERHOLD update; complete  
all serials holdings corrections,  
deletions, additions to OCLC  
before October 1!

## **October 9-12, 1996**

South Dakota Health  
Sciences Section of  
South Dakota Library  
Association meeting  
Spearfish, SD

## **October 17-18, 1996**

"CybeRevolution:  
Responding to Change in  
the 21st Century"  
Health Sciences Librarians  
of Illinois Fall Conference  
Bloomington, IL

## **October 27-31, 1996**

American Academy of  
Ophthalmology meeting  
Chicago, IL

## **December 1-6, 1996**

Radiological Society of  
North America meeting  
Chicago, IL

***\*To inquire about the Online  
Training Center classes,  
call 800/338-7657 and  
choose 2 from the menu.***

## NLM Increases ILL Charges

The Director of the National Library of Medicine (NLM) has approved an increase in the charge for interlibrary loan (ILL) requests filled by NLM. The increase of \$1 brings the new cost to \$9 for domestic and \$11 for international ILL requests, effective October 1, 1996. The surcharge for fax requests will remain \$3 for each request filled.

NLM has not increased the cost for filled ILLs since April 1992. The decision to increase ILL charges was reached based on the results of a study completed at the end of the 1995 fiscal year to determine if the charge for ILL was keeping pace with the cost of providing these requests. The study included a complete review of costs for bibliographic searching, retrieval, photocopying, inspection and mailing of requests, as well as needed supplies. It also took into account the rising costs of the contracts that cover most of the ILL retrieval and all of the photocopying and reshelving. The data showed that it actually cost NLM approximately \$9 to fill a domestic ILL request.

Any questions about this increase may be directed to the Greater Midwest Region office or to the Collection Access Section, NLM (301/496-5511). ♦

## 3 Sources

**UIC**

The University of Illinois  
at Chicago

NN/LM GMR  
Library of the Health Sciences  
(M/C 763)  
1750 West Polk Street  
Chicago, IL 60612-7223

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